# COMPUTER OPERATOR

**GRADE: 13**                                    **FLSA: NON-EXEMPT**

## CHARACTERISTICS OF CLASS:

The Computer Operator performs intermediate technical work basic computer operations and maintenance on the City's IBM 9221, Novell Network and HP 3000 computers. Operational requirements necessitate that this person be available outside of normal business hours, principally in the evenings. General directions will be received from the Data Processing Manager or Senior Systems Analyst, however substantial independent action will be required.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## EXAMPLES OF DUTIES:

- Performs shift cycle processing on the City's mainframe computers, including system backups and nightly batch jobs.
- Performs periodic maintenance and troubleshooting.
- Transports backup tapes between City Hall and offsite locations either by auto or by carrying them to various locations.
- Performs necessary tape rotations, log entries, tape labeling and organizing of records.
- Maintains tape drive involving daily cleaning of tape heads and other parts of the tape drive as necessary.

- Performs general upkeep of the computer room and storage areas to maintain a clean, safe and clutter-free operating environment.
- Manages the printing of special forms.
- Maintains adequate levels of supplies, such as paper, cleaning supplies and printer ribbons.
- Performs other duties as required.
- Ensures that all requested reports are printed for user departments.
- Ensures that all file maintenance and batch operations are run as scheduled.
- Ensures that adequate supplies are maintained for proper servicing of user department needs.

## REQUIREMENTS:

### Minimum Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school, including or supplemented by courses in data processing. One year of recent operations experience in the VSE/ESA environment and a working knowledge of VSE/JCL, POWER, ICCF, and console commands required. Must possess a driver's license valid in the State of Maryland. PC-DOS, MS-DOS, Novell Netware 3.11 experience desired.

### Knowledge, Skills and Abilities:

- Must have demons ratable knowledge and skill in the operation of appropriate computer systems and printers.
- Must be capable of independent work with little or no direct supervision.